

# PCA Reference Data System

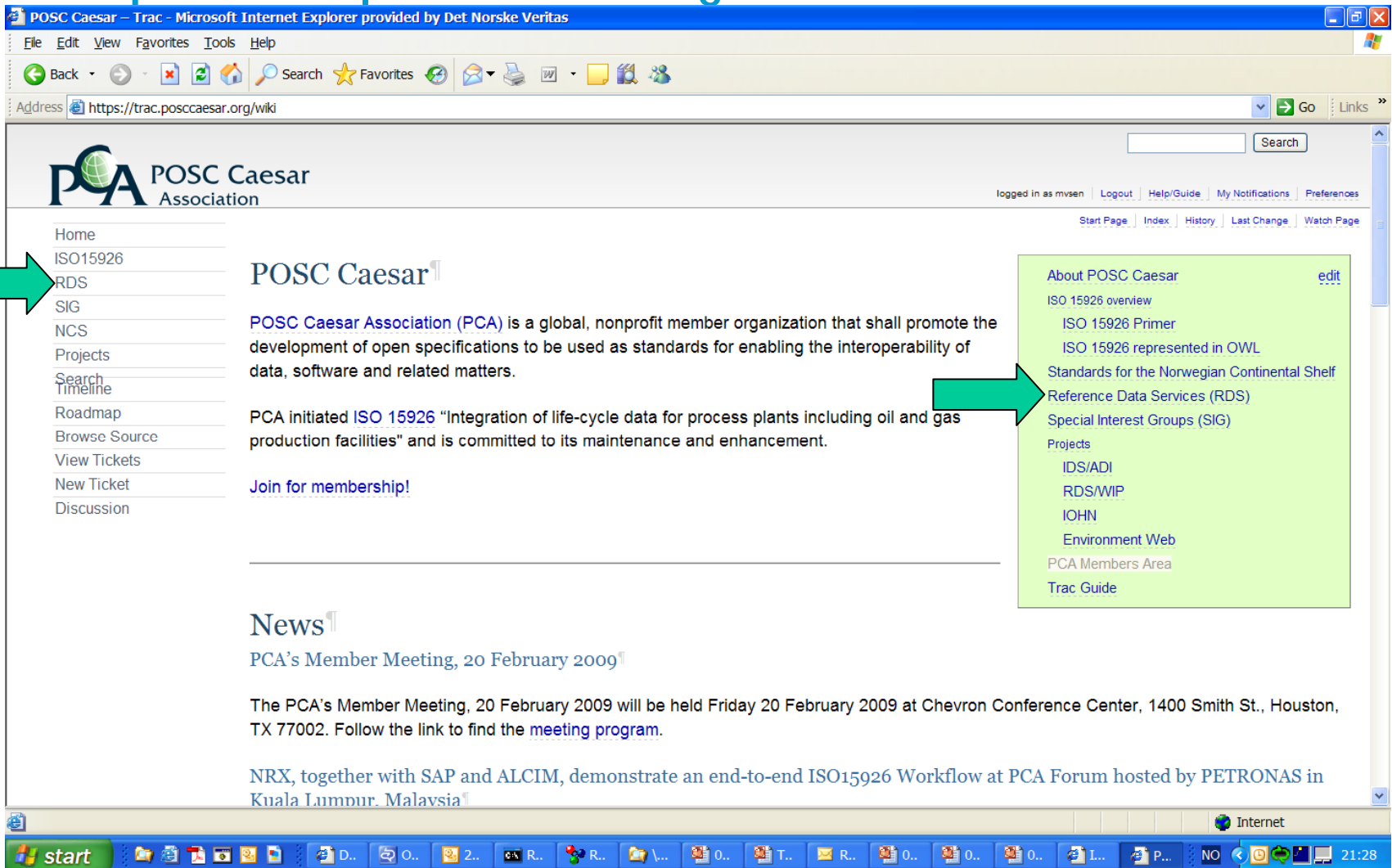
**Magne Valen-Sendstad**

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# POSC Caesar Home Page

<https://trac.posccaesar.org/wiki>




# PCA RDS/PCA RDL (Reference Data Library) Content Access

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## Reference Data Services

PCA provides services for Reference Data according to the ISO 15926 standard "Industrial automation systems and integration—Integration of life-cycle data for process plants including oil and gas production facilities". Since the Reference Data Library (RDL) is extensible and managed, the content at any given time is often referred to as "WIP" or Work In Progress.

Access to the PCA Reference Data Library (RDL) is provided under the terms of the PCA Articles of Association, namely "Reference Data Libraries shall be open, i.e. .... they can be used by everyone for their own purpose, on equal terms."

Service Requests for RDS System Support and/or RDL Content Support are provided for registered users.

This page describes what those services are and how to access them.

Reference Data Services

[PCA RDL \(Reference Data Library\) Content Access](#)


[RDS Operations Support](#)

## PCA RDL (Reference Data Library) Content Access

Browser Access to [ISO 15926 POSC Caesar RDL Content](#)

Public access to the PCA RDL Content is via a read-only guest log-in to the master [Reference Data Editor of the PCA RDL](#). It is a thin client requiring [Java Runtime Environment 1.4](#) or more. The client is also available for download:  
[http://rds.posccaesar.org/downloads/PCA-RDS\\_client.zip](http://rds.posccaesar.org/downloads/PCA-RDS_client.zip).

Welcome to the ISO 15926 POSC Caesar RDS



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21:41

# PCA RDS/RDL Operations Support

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[http://rds.posccaesar.org/downloads/PCA-RDS\\_client.zip](http://rds.posccaesar.org/downloads/PCA-RDS_client.zip)

## File Download of PCA RDL Content

The PCA RDL Content is also available for public download in different formats:

- **MS Access Database:** <http://rds.posccaesar.org/downloads/PCA-RDL.mdb.zip>
- **OWL file:** <http://rds.posccaesar.org/downloads/PCA-RDL.owl.zip>

(See PCA page [ISO15926 in OWL](#) for more information on ISO 15926 represented in OWL.)  
(See joint PCA / FIATECH [IDS-ADI Project "RDS/WIP"](#) pages for direct RDL access to URI endpoints based on this format.)



A screenshot of the ISO 15926 POSC Caesar RDS

 **RDS Operations Support**

Registered users of the PCA Reference Data Services are also provided with operational support. These services are explained and accessed from [RDS Operations Support Home](#). The purpose of these services is to ensure high quality and timely handling of requests made to or about the RDS (Reference Data Services) System and RDL (Reference Data Library) Content. Support arrangements are defined according to ITIL® and the ISO 20000 Specification.

Note that:

- Registered Users who do not also have [PCA Membership](#) receive a reduced operational support service.
- The PCA Operations Support Service operates the process of handling RDL Content Change Requests and clarifications in support of the [RDL Maintenance Procedure](#), but does not operate the full content maintenance process.
- Where such Change Requests include proposed new RDL Content please submit / attach using the [Batch Upload Spreadsheet](#) format. For explanation and a template of the spreadsheet format used to batch import reference data items, refer to the [RDS Spreadsheet Batch Upload](#).
- Where users require guidance on how to relate or map their business data using ISO15926 Reference Data, please see joint PCA / FIATECH [IDS-ADI Project "Characterization Methodology"](#) pages.

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<http://rdssupport.posccaesar.org/wiki/>

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## RDS Operations Support

Registered users of the PCA Reference Data Services are also provided with operational support. The purpose of the RDS Operations Support is to ensure high quality and timely handling of requests made to or about the RDS (Reference Data Services) System and RDL (Reference Data Library) Content. Support arrangements are defined according to ITIL® and the ISO 20000 Specification.

These services are accessed here [RDS Operations Support Services](#) and include:

- User Registration
- Scope & Definition of the Support Services and Maintenance Procedures.
- Operational Support Services FAQ
- Ticket System to initiate Service Requests (SR's) for
  - System failures, technical problems, user access and general user problems with the RDS system, tools & applications provided.
  - General content queries & ISO15926 clarifications concerning the RDL (WIP) Content.
  - Initiating content Change Requests (CR's) for new or updated RDL (WIP) Content.

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- Registered Users who do not also have [PCA Membership](#) receive a reduced operational support service.
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# RDS Operations Support Services

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## RDS Operations Support Services

### Service Registration & Login

RDS Operations Support is provided for registered users of these services.

Requests for User Registration ID & Password should be sent to [rdssupport@posccaesar.org](mailto:rdssupport@posccaesar.org) with "User Registration" in the subject line, stating name & organization, and indicating PCA-Membership Yes/No. Note that reduced support services are provided for users who are not also PCA Members. For PCA membership and benefits please visit [PCA Membership](#)

To use these services you will need to log in using the link at the top right of this page.

### Services Overview

ITIL® and ISO20000 based Service Level Agreements exist which cover operation, incident-management, change-requests, monitoring, reporting and pro-active maintenance of these systems and services.

Firstly notice that the service platform is a Wiki. You are able to browse the pages and use the Search function on the top right of this page to find information you need. You will find answers to common service questions in the [RDS Operations Support FAQ](#). You are also able to participate in [Discussion](#) on topics relevant to these reference data services.

To initiate any specific service, use the Service Request (SR) Ticket System described below.

### Service Request (SR) Tickets

Internet

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# RDS Services Overview and SR Tickets

RdsServicesOffered - RDS - Trac - Microsoft Internet Explorer provided by Det Norske Veritas

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## Services Overview

ITIL® and ISO20000 based Service Level Agreements exist which cover operation, incident-management, change-requests, monitoring, reporting and pro-active maintenance of these systems and services.

Firstly notice that the service platform is a Wiki. You are able to browse the pages and use the Search function on the top right of this page to find information you need. You will find answers to common service questions in the [RDS Operations Support FAQ](#). You are also able to participate in [Discussion](#) on topics relevant to these reference data services.

To initiate any specific service, use the Service Request (SR) Ticket System described below.

## Service Request (SR) Tickets

The RDS Operations Support tickets are used for handling Service Requests (SR's) concerning availability, technical and software support issues and general questions about the Reference Data Services. The RDS Operations Support tickets are also used for initiating change requests for the RDS System, or change requests & queries concerning the content of the Reference Data Library (RDL).

When you are logged in the service menu will become available to the left.

Please be familiar with the [Ticket Instructions](#) before creating a Service Request ticket.

Please submit your request using the [New Ticket](#) function.

You can follow the progress of your ticket through [View Tickets](#) function.

## Service Availability

<b>Service/Coverage window</b>	Specifies the time during which services are guaranteed available. The Coverage window is from 8.am to 4.pm. GMT + 1.00 on business days (excl. week-ends and holidays). Response time and target solution time are counted within this timeframe.
<b>Response Time</b>	Is the period of time that begins when the initial service request is received and logged in the trac.posccaesar.org until the request is assigned to an support team member and prioritized. The response time for all requests registered on www.posccaesar.org. is 8 hours within the defined coverage window.
<b>Target Solution time</b>	Specifies the period of time that begins where the customer request is assigned & prioritized, until the requester receives a solution to the problem. The target solution time will vary depending on the priority set the the request after the initial analysis done by the support team.

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# RDS Tickets

RdsCreateNewTicket - RDS - Trac - Microsoft Internet Explorer provided by Det Norske Veritas

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## How to create a ticket

To submit a request about the *Reference Data Services* (RDS) System and *Reference Data Library* (RDL) you are encouraged to create a ticket in the RDS Support Operations Trac.

The RDS Operations Support Tickets are used for handling service requests concerning availability, technical & software support issues for the RDS tools/applications, as well as general questions. Operations Support Tickets are also used for handling Change Requests to the RDS System and RDL Content.

Make sure to read the section below to assure valid request registration. The following input fields are mandatory and needs to be carefully filled in before you submit your request:

1. Summary, title of request
2. Description of request
3. Type, Task or Change Request
4. Service Area
5. Fill out your e-mail address in the CC: field to allow notification.

Please do not edit fields which are not listed above as this is used by the RDS Operations Support team.

**Service Area selection:**  
You have to 2 options for Service Area selection: RDS System and RDL Content.

RDS System: Requests that require assistance on technical issues of availability of Hardware/Software, Report of failure, downtime as well

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# Maintenance of PCA Reference Data

RdsMaintenanceProcedure -- POSC Caesar -- Trac - Microsoft Internet Explorer provided by Det Norske Veritas

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## Procedure for Maintenance of PCA Reference Data Library

Status of this document: Working draft

Authors:

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- [Martin G. Skjæveland](#), DNV

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# Spreadsheet Batch Upload

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## Spreadsheet Batch Upload

Status of this document: Working draft

Author:

- ✉ [Tore Christiansen](#)

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